First Quarter Check-In

Department of Finance

City of New Orleans

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I. BRASS ERP
(Enterprise Resource Planning)

I. BRASS ERP
Status Quo

- Multiple outdated systems cobbled together to support the city's procurement and financial processes.
  - Systems are at high risk of catastrophic failure.
  - Systems are not well-integrated.
  - Systems are difficult for new users to learn.

I. BRASS ERP
Scope

- Implementation of an ERP system to provide a unified solution for financial management, procurement and analytics that supports the full cycle of finance, from budgeting and forecasting, through the management of grants, projects, and activities, to the reporting of results.

I. BRASS ERP
Improvement/Why It Matters

- When the system goes live, improvements will include:
  - Consolidated, fully integrated procurement and financial system.
  - Improved access to information out of the system.
  - Ability to improve, monitor and pay vendors in a more timely manner (within 30 days).
  - Improved oversight and monitoring of the Disadvantaged Business Enterprise (DBE) program.
  - Higher functionality for employees, contractors (prime and sub) and end users; greater public transparency.

II. iasWorld Property Tax System by TylerTechnologies

II. iasWorld Property Tax Project
Status Quo

- Customer's perspective: can view and pay tax bills online, (Currently, can pay all or nothing.)

- Taxpayer refunds can take up to 3 months.

- Tax authorities and other agency distributions are delayed when payment errors can only be detected by seasoned employees.

II. iasWorld Property Tax Project
Scope

- CNO has engaged vendor Tyler Technologies to implement the iasWorld Property Tax Bill System. The product will be integrated into the systems of the City of New Orleans to improve the business processes and increase efficiencies for property tax billing, collections and disbursements. This product will replace the currently used, obsolete A/R system (proprietary system created in-house).

II. iasWorld Property Tax Project
Improvement/Why It Matters

- Automatic refunds.

- Enhances information transmission.

- Increases employee productivity by:
  - Automating most manual activities;
  - Removing silo work functions.

- Increases accuracy for billing and distributions.

- Reduces compliance gaps, reducing the amount of time used for audits.

- All users will have access to pull reports instead of a few authorized users.

III. Discovery Program

III. Discovery Program
Status Quo

- The normal collections of the city's tax revenues are conducted through a mailing operation with very little or manual secondary collection activity.

III. Discovery Program
Scope

- Create a collaborative revenue roadmap that combines investigative techniques with business intelligence, analytics tools and technology that is designed to increase compliance with current and future tax payments.

III. Discovery Program
Improvement/Why It Matters

- Change the collection strategy from a manual process to an expanded program to improve compliance. Expand the tax base and discover ongoing revenue by including technology that increases:
  - Discovery & Recovery: Reveal and claim new/untapped revenue sources.
  - Compliance Auditing: Identify and address patterns of noncompliance.
  - Data & Analytics: Access multiple sources of information to evaluate the opportunity and support revenue enhancement efforts.
  - Administration: Process revenue using streamlined tasks and scalable human resource support

IV. City-Wide Cost Allocation Plan

IV. City-Wide Cost Allocation Plan
Status Quo

- The city does not have a cost allocation plan. Therefore, the indirect costs incurred by support or administrative services are not reimbursed appropriately by non-general funds department, including grant activities.

IV. City-Wide Cost Allocation Plan
Scope

- The Indirect Cost Allocation Plan identifies the costs of indirect services provided by central service departments of the City of New Orleans to its operating departments based on actual expenditures for fiscal year 2016. The Cost Allocation Plan is used by the city to claim indirect costs as charges against federal and state grant awards.

IV. City-Wide Cost Allocation Plan
Improvement/Why It Matters

- The primary purposes for preparing the Cost Allocation Plan are to (1) identify the appropriate division and department of indirect costs and (2) calculate corresponding indirect cost rates.

- Accumulate the allowable actual expenditures of the divisions and departments that provide support to other divisions and departments.

- Distribute, or allocate, the allowable expenditures of the divisions and departments that provide support to other divisions and departments based on available, meaningful, measurable and auditable allocation statistics that most closely match the service provided to the service received.

- The Cost Allocation Plan is used by the city to claim indirect costs as charges against federal and state grant awards.

V. Franchise Compliance Audit

V. Franchise Compliance Audit
Status Quo

- Prior to the initiation of the project, the city had no audit program that aggressively pursued organizations who were using the public rights-of-way without an franchise agreement. As a result, very few fees were collected from the companies that laid, placed or deployed any cable or wire on public property.

V. Franchise Compliance Audit
Scope

- The City of New Orleans, Bureau of Accounting is conducting a franchise compliance audit to ensure all telecommunications companies/organizations utilizing the public rights-of-way have valid franchise agreements, bond certificates, acquisition documents, updated site maps, and have satisfied all franchise fees to date.

V. Franchise Compliance Audit
Improvement/Why It Matters

- A division was created to identify companies that may be utilizing the public rights-of-way.

- Request for official records were mailed to these companies as a way to determine the appropriate charges.

- The division has collected over $800,000 to date and is expected to collect more.